



# MES Login FAQ

*Popular Questions About Logging in to the MES Secure Portal*

# MES LOGIN FAQ

## I already Have a MES Account, How Do I Login?

You can click the blue Login button on the top-right side of any MES portal page to go to the login page and enter your credentials.

## What happens after I am granted access to MES systems on the portal?

When you are approved, two emails will be sent to you. One with your login ID and a second email with a temporary password. Your email address will be your login ID.

## I just received my temporary password; can I change this password?

Yes. In fact, you have to change your password the first time you login. You can also change your password anytime.

## What Happens When I Login the First Time?

After entering your credentials, the system will prompt you to confirm your identity. For example, external users (MCOs/Trading Partners/Providers & some Appeals Users) will be prompted to login with Multifactor Authentication (MFA) for additional security.

## What is Multifactor Authentication (MFA)?

External users are prompted to perform additional authentication with MFA to verify their identity. You'll either receive a text or email with a confirmation code you need to enter – after you enter your login credentials. This two-step process helps keep your information safe.

## How long is my MFA one-time passcode valid?

MFA one-time passcode is valid for 45 minutes.

## What are the requirements for creating a new password?

Your password must be a minimum of 12 characters and must include at least one of the following:

- Capital/Upper case character
- Lower case character
- Number
- Special character ~!@\$%^&\* \_+`|\[]:;<>./?

## Is my email ID used for anything non-portal related?

No. Users' email address is not shared with any 3rd parties. We use your email as a means of uniquely identifying MES portal users, and to communicate MES portal related information.